**Job Description**

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| **Job title** | Duty to Refer Officer |
| **Grade** | 5 |
| **Service/Team** | Housing Service  Housing Options Team |
| **Main purpose of job** | The Duty to Refer Officer (DTR) will monitor and action all DTR cases received from public sector organisations. They will be responsible for completing homeless assessments to assess the needs of those referred.  The DTR Officer will identify accommodation and support services to meet identified needs of customers and create personalised housing plans (PHP’s). They will manage a case load providing relevant support to ensure PHPs are effectively delivered.  They will also provide relevant support and attend multi agency meetings including child protection conferences and safeguarding meetings where required. |
| **Key responsibilities** | Manage all cases received through Duty to Refer.  To identify prevention options and prevent / relieve homelessness where possible.  To deliver general needs housing advice.  To engage and liaise with internal and external bodies around accommodation solutions and support.  To work with customers and accommodation / support providers to ensure Personalised Housing Plan’s deliver successful outcomes.  To carry out tasks and activities required to collate information and data for a range of functions including FOI, MARAC, MAPPA, MATAC, Strengthening Families and child protection/safeguarding meetings.  To manage caseloads within locally designed policies and systems, including workflows within the team for nominations, recalls and reviews, including detailed case recording.  Provide relevant and accurate information to customers, colleagues and partner organisations, delivering services to the required standard, whilst ensuring complex issues are escalated to the appropriate manager.  To manage, maintain and monitor their own workload in order to meet identified targets and deadlines, in accordance with current standards and procedures.  Ability to work independently and / or as part of a team to provide solutions to ensure work is carried out in a timely, professional and accurate manner and ensure work is delivered within timescales and tasks are appropriately prioritised.  Use of MS office applications such as Word for reports and minutes and Excel for creating and maintaining spread sheets. |
| **Key tasks** | To provide information, advice, and guidance to internal and external customers on housing / homelessness issues.  Monitor Duty to Refer inbox with support staff to determine whether the DTR will be progressed.  To carry out statutory homeless assessments and Personalised Housing Plans in line with the Homeless Reduction Act 2017  Interview clients to collate information. Interviews could be held within Prisons prior to release.  Making referrals to appropriate accommodation providers.  Attend multi agency meetings relevant to specific cases and provide relevant information to the panel. |
| **Responsible for staff/equipment** | Laptop / Mobile Phone |
| **Other duties/specific policies e.g. DBS** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council |